

Visa Program Features

The Bank of America Visa Travel Card Program - designed with the traveler in mind - with features such as:

- Access to more than 15 million participating Visa merchant locations for official travel, lodging, car rental, dining, and purchases.
- ATM access for cash advances at over 400,000 Visa ATM locations worldwide. Plus access to our ATM Locator Service via the Internet.
- Extra protection and assistance when you travel (if not included in your agency/organization's Task Order) with:
 - Lost Luggage Insurance - up to \$3,000 replacement coverage.
 - Travel Accident Insurance - up to \$200,000 coverage.
 - Travel Assistance Services, including Medical Assistance, Legal Referral Assistance, Auto Rental Insurance, and Emergency Cash Disbursement through Visa.
- Easy-to-read statement of account.
- Traveler's check program - featuring automatic check tracking, reporting, and reordering system via EAGLS.
- Quarterly newsletter - provides updates and information about the program.
- EAGLS desktop management tool - provides access to account information, supports split disbursement, online account reconciliation, and more.
- Dedicated customer service via a toll-free telephone number 24 hours a day, 365 days a year.

Visa emergency card & cash replacement

Visa Emergency Card & Cash Replacement is available directly to you by calling the Visa Travel Service Center (VTSC) at 1-800-VISA911 (1-800-847-2911) outside the U.S., call collect at 1-410-581-9994.

Visa travel emergency & assistance

You can take advantage of Visa Travel and Emergency Assistance options when the Government Travel Card is used for official travel. These services include:

Medical referral assistance - provides medical referral, monitoring, follow-up.

Legal referral assistance - can arrange contact with English-speaking attorneys, U.S. Embassies and Consulates, bail bond assistance, cash advances, and follow-up assistance.

Pre-trip assistance - provides information about health, precautions, weather reports, currency exchange rates, passports, visas, immunizations, and ATM locations.

Lost luggage assistance - arranges shipment of replacement items if an airline or common carrier loses your luggage and assists with the carrier claim forms.

Emergency ticket replacement - arranges replacement and delivery of new tickets and assists with the carrier's ticket reimbursement procedures.

Prescription assistance and valuable document delivery - fills or replaces prescriptions.

Emergency translation assistance - provides telephone assistance in all major languages and helps find local interpreters.

Cardholder Responsibilities

Following are key responsibilities for individually billed accounts that require your support as a government cardholder. Please contact your A/OPC for detailed information on your agency/organization's specific policies and procedures related to your account and its proper use.

- You are responsible for using the card for the purchase of official travel-related services as specified in the GSA master contract and your agency/organization's specific Task Order.
- It is your responsibility to understand and comply with your agency/organization's policy regarding the definition of authorized purchases and official government travel. Use by anyone other than the approved cardholder is strictly prohibited.
- You are personally responsible for paying the charges by statement due date and complying with the terms and conditions of the Cardholder Agreement.
- You must request maintenance (i.e., address change, etc.) to your Travel Card account in accordance with your agency/organization's policies and procedures.
- Call Bank of America at 1-800-472-1424 immediately (24 hours a day, 365 day a year) to report a lost or stolen Travel Card. You must also notify your A/OPC about a lost or stolen Travel Card at the first opportunity during normal business hours.